

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Roanoke Electronic Controls, Inc.

Alabama Technology Network

ISO Helps Electronic Firm Display Cost Savings

Client Profile:

Roanoke Electronics, Inc. (REC), established in 2000, is located in Roanoke, Alabama. The company designs and manufactures electronic controls for many industries, including automotive and fitness equipment. REC employs 25 people.

Situation:

REC's founders had previous experience in ISO 9000 registered companies and knew that in order to grow their investment into the size business they desired, REC must become registered. The business wanted a larger share of the automotive industry and other markets requiring a formal Quality Management Systems and elected to become ISO registered several years ago. The company was referred to the Alabama Technology Network (ATN), a NIST MEP network affiliate, by their local economic development office. ATN President, John Shields, received the initial phone call, and the Alexander City office responded to the request for assistance.

Solution:

The process began with a company assessment or gap analysis to define the procedures in place at REC. ATN helped complete the ISO 9000 Quality Manual, the Quality Procedures and provided guidance in conducting contract and management reviews. ATN also conducted training for all employees in ISO 9000 as well as internal auditing training for key management personnel. All employees additionally received training in Root Cause Analysis. The ISO registration process has affected every department and aspect of REC's business.

Results:

- * Increased sales by \$200,000.
- * Retained \$1.2 million in business.
- * Estimated cost savings of \$150,000.
- * Retained 10 jobs.
- * Increased investments by \$72,000 for plant equipment and information systems.
- * Saved \$60,000 on investments.
- * Achieved workplace organization.
- * Achieved a more competitive and profitable position.

Testimonial:

"Our experience with ATN has been highly successful. We could not have afforded to do this without their service."

Thomas Hicks, President and CEO

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